### CIPS L4M1 - Question & Answer Past exam questions latest 2023/2023

O1. Outline FIVE differences between purchasing goods and purchasing services. Answer - 1. Goods are tangible, services are intangible:

- 2. Services cannot be separated from their supplier:
- Heterogeneity: goods are usually uniform in nature while services are unique at each delivery
- Services 'perish' immediately on delivery whereas goods can be stored until required
- Products are easier to specify, being tangible

O2. Explain THREE circumstances in which a competitive tendering exercise might not be the best approach to making a purchase. Answer - 1. Urgency

- 2. Commercial confidentiality or national security (e.g. military organisations):
- 3. Value of the purchase:
- Production costs cannot be measured accurately:
- 5. Price is not the only criterion for supplier selection and contract award
- Intellectual Property Rights and monopoly

O2. Describe TWO e-sourcing tools and their use in procurement and supply. Answer - 1. E-Catalogues

- 2. E-Tendering
- 3. E. Auction
- 4. Reverse Auctions
- Online suppleir evaluation data

O3. Explain the role of a shared services unit (SSU). Answer - SSUs reflect a desire to centralise and share services

The shared service provider becomes a dedicated provider of services such as; finance, HR, IT and procurement which continue to be provided internally An SSU manages costs and quality SLAs to demonstrate value for money. An SSU's benefits may be summarised as:

- · cost effective internal service;
- · liaison with its customers;
- anticipating future demand;
- employing resources and providing higher levels of service more cost effectively than if they were provided by a department or an external provider.

O3. A manufacturer of electrically powered tools for the engineering industry consists of four separate business units, each of which undertakes its own purchasing activities.

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